

# Qld property crime reports

User guide

CITEC Confirm

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[1800 773 773](tel:1800773773)

[confirm@citec.com.au](mailto:confirm@citec.com.au)



Innovative Information Solutions

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# 1 Introduction – Qld property crime reports

## 1.1 Getting online access

We can provide online access to Qld Police property crime reports, for matters involving theft, property damage, non-suspicious arson, fraud and lost property. This is available to the following approved entities:

- ▶ insurance firms
- ▶ loss adjusters.

A property crime report contains applicable information under the following standard headings:

- ▶ **Complainant(s)** – a party (person) who makes a complaint or who files a formal charge.
- ▶ **Modus Operandi** – a method of operating or functioning.
- ▶ **Property Items** – items of property listed in a crime report, such as vehicle, vehicle plate, general property, or bicycle.

Our Qld Police property crime reports service also provides access to insurance firms to register and remove subrogation interests or rights online.

If you don't represent one of the approved entities above, we may still be able to obtain a specific police report for you *if you have a bona fide interest*. For example, you may be a victim of crime who has been asked to produce a police report detailing the crime.

**Note:** The Queensland Police Service (QPS) grants access individually. If you'd like to request access, email our Business Support at [confirm.businesssupport@citec.com.au](mailto:confirm.businesssupport@citec.com.au).

The QPS will conduct full security checks on each individual applicant. Applications can take several weeks to process. We'll notify you about whether your access has been approved.

## 1.2 Restricted services


Our Qld property crime reports service is referred to as a *restricted service*, because it provides access to highly sensitive data. The information in crime reports is confidential, and you may not disclose it to unauthorised persons.

The QPS must approve each organisation and individual accessing the system.

**Note:** Details of all transactions are automatically recorded, and use of this system constitutes consent to security monitoring.

Don't permit anyone to use your sign in credentials. Your access will be removed if you share these details.

### Terms and conditions

 ABCD-ABCO smithj

Use of this system is governed by the following special terms and conditions. **Criminal penalties** may apply for misuse.

#### Qld Property Crime Reports

Access to and use of information on this system is for authorised users and for authorised purposes only. **All access is audited.**

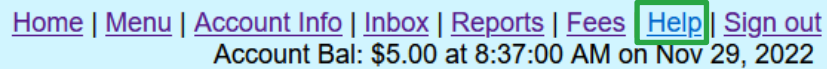
By accessing or using this system you are representing that you are an authorised user. You are NOT authorised to access information for personal reasons. You are only authorised to access information that relates to a property crime where you are an authorised representative of an involved party of the relevant property crime or an insurer with a bona fide interest in the property crime to which the access relates.

☒ Agree and continue

## 1.3 Search tips

### Help

Information on ordering all search types is in the following sections of this guide. You can also access Help online, from the header menu on each search screen.



[Home](#) | [Menu](#) | [Account Info](#) | [Inbox](#) | [Reports](#) | [Fees](#) | **[Help](#)** | [Sign out](#)  
Account Bal: \$5.00 at 8:37:00 AM on Nov 29, 2022

### Entering your search criteria

- ▶ When searching a name, incident location, or organisation details, only one result can return. If more than one incident applies to your search criteria, no results will return.
- ▶ The QPRIME number consists of QP followed by the year (2 digits), then the incident number (8 digits), for example QP1912345678.

### Audit details

On the property crime report summary screen, you need to provide information for auditing purposes.

The information you enter is stored in the database transaction logs and the QPS may use this for information audits or other purposes.

- ▶ Enter the claim/file number for the search – your reference can be any information that enables you/your organisation to identify your interest in the report, should the QPS audit your use.
- ▶ From the dropdown list, select a reason for conducting the search (for example, involved person, insurer with a bona fide interest).
- ▶ Enter the name of the person that you're representing.

### QLD Property Crimes Crime Report Summary

Use the Crime Summary to confirm if this is the required crime report, then complete any required details and click the Order button to proceed.  
\* denotes mandatory fields and \* denotes conditional fields. Please refer to help for further information.

#### Your Search

Crime Number QP9400213927

#### Your Results

##### Crime Summary

Crime Report Number	QP9400213927
CRN	94/531094
Date/Time	22-May-1994 15:00 to 22-May-1994 17:30
Reported At	CAPALABA STATION
Occurred in Division	CAPALABA
Class	[0711] Burglary, with breaking [0711] Burglary, with breaking
Location	1 SPIRIT DR CAPALABA, QLD 4157

##### Report Summary

Complainant	1
Modus Operandi	0
Property	20

##### Audit Details

Claim/File Number	<input type="text"/> * eg. File01
Reason For Access	Select ... *
Representing	<input type="text"/> *

Clear All

\$ Order \$

## Restricted reports

Some reports are restricted. If you see a restricted message, enter the required details to request that the report is sent to you.

Qld Police reviews these requests and will provide them to you, if approved.

A report should typically be available within 28 days of being reported to Police. In some circumstances, however, it may take longer than 28 days for the Police to finalise and release a report.

## Charge points are marked

Charge points for searches are indicated by \$ signs on the search buttons. A charge applies for each transaction when you click on the **\$ Order \$** or **\$ Search \$** button to proceed with your order.

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Retrieve your results and order related searches

On the result summary screen, you can:

- ▶ view your results
- ▶ access **Subrogations** to enter interests and rights for the matter.

**QLD Property Crimes Crime Report Result Summary**

Click the links below to view related documents.

**Your Search**

Crime Number	QP0700117494
Claim/File Number	20apr2007-ref
Reason For Access	Insurer with a bona fide interest
Representing	x

**Your Results**

[View Crime Report QP0700117494](#)

[View Search Receipt](#)

**Other Related Searches**

[Subrogations](#)

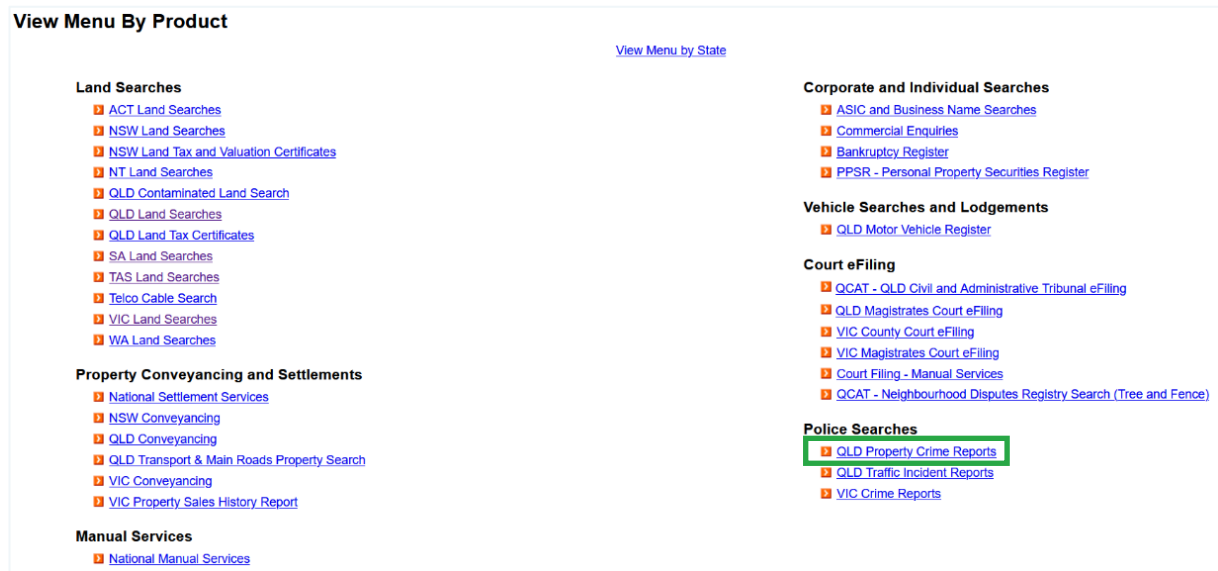
View and save your report

Save or print your report immediately after purchase. For security reasons, the report will not be saved in your Confirm inbox.

## 2 Qld property crime reports

### 2.1 Sign in

1. From the main menu, under Police Searches, select **QLD Property Crime Reports**.



2. Re-enter your password and follow the prompts.

The screenshot shows a login screen with a teal header bar containing a warning icon and the text "You're entering a restricted service." Below this is a white card with the following elements:

- Text: "Re-enter your password to access this service"
- Button: "ACC-CODE USER" (with a blue icon)
- Text: "Password"
- Form: A password input field.
- Text: "Show password" (with an unchecked checkbox)
- Button: "Proceed" (with a shield icon)
- Text: "Back to main menu" (a blue link)



- The QLD Property Crimes Menu will display. Select the link you require.

## QLD Property Crimes Menu

-  [Crime Report](#)
-  [Subrogations](#)
-  [Notifications](#)

## 3 Search for a report

### 3.1 Begin your search

On the search details input screen, you have four options:

- police reference number
- person name
- incident location
- organisation details.

#### 3.1.1 Search by police reference number

Enter the crime number in the relevant field, then select **Search** to proceed to the report summary screen.

**Note:** When searching on a crime number, enter no other search criteria.

### QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.

For date searches either Name Details, Incident Location or Organisation Details must also be entered.

\* denotes mandatory fields and \* denotes conditional fields. Please refer to help for further information.

<b>Crime Number</b>	<input type="text"/> * eg. QP0600000123 or 93/139
OR	
<b>Search Criteria</b>	<i>Enter enough detail to ensure an exact match.</i>
<b>Search By</b>	<input checked="" type="radio"/> Person Name <input type="radio"/> Incident Location <input type="radio"/> Organisation Details
<b>Date Range</b>	<input type="text"/> * <input type="text"/> * eg. 23052007
<b>Surname</b>	<input type="text"/> *
<b>Given Name</b>	<input type="text"/>
<b>Second Name</b>	<input type="text"/>
<input type="button" value="Clear All"/>	<input type="button" value="Search"/>

### 3.1.2 Search by person name

Enter the date range, complete the name fields and select **Search**.

**Note:** When entering a surname, we recommend you include a given name to narrow your search.

#### QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.

For date searches either Name Details, Incident Location or Organisation Details must also be entered.

\* denotes mandatory fields and \* denotes conditional fields. Please refer to help for further information.

**Crime Number**  \* eg. QP0600000123 or 93/139

OR

**Search Criteria** *Enter enough detail to ensure an exact match.*

**Search By** ☒ Person Name ☐ Incident Location ☐ Organisation Details

**Date Range**  \*  \* eg. 23052007

**Surname**  \*

**Given Name**

**Second Name**

Clear All

Search

### 3.1.3 Search by incident location

Enter the date range, street name, suburb/town, state, postcode and select **Search**.

#### QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.

For date searches either Name Details, Incident Location or Organisation Details must also be entered.

\* denotes mandatory fields and \* denotes conditional fields. Please refer to help for further information.

**Crime Number**  \* eg. QP0600000123 or 93/139

OR

**Search Criteria** *Enter enough detail to ensure an exact match.*

**Search By** ☐ Person Name ☒ Incident Location ☐ Organisation Details

**Date Range**  \*  \* eg. 23052007

**Street Name**  \* eg. Sesame

**Suburb/Town**  \* [Select Suburb](#)  
*Enter at least the first three (3) letters of the suburb then click Select Suburb*

Clear All

Search

### 3.1.4 Search by organisation details

Enter the date range, organisation name and select **Search**.

#### QLD Property Crimes Crime Report

Enter Crime Number or Search Criteria and click Search.  
For date searches either Name Details, Incident Location or Organisation Details must also be entered.  
★ denotes mandatory fields and ★ denotes conditional fields. Please refer to help for further information.

Crime Number

★ eg. QP0600000123 or 93/139

OR

Search Criteria

Enter enough detail to ensure an exact match.

Search By

☐ Person Name ☐ Incident Location ☒ Organisation Details

Date Range

★  ★ eg. 23052007

Organisation

 ★

Clear All

Search

## 3.2 Complete your search

1. After you've searched, use the report summary to confirm the report details. To proceed to order the report, enter the audit details and select **\$ Order \$**.
2. The result summary will display. Under 'Your Results', select **View Crime Report** to display the report.
3. Save or print your report and close the window to return to the result summary screen.

## 3.3 Follow-up reports

If you ordered a copy of the report before police involvement is complete, you may want to order it again once it has been Finalised. You can re-order a report within 60 days of your original order at a reduced fee.

The reduced fee for follow-up reports only applies to additional orders of the **same** police reference number conducted by the **same user** within an account code.

## 4 Subrogations

Subrogation refers to when an insurer, having settled an insurance claim for lost/stolen property, becomes entitled to own the property should it be recovered.

**Note:** Only insurance firms can have access to subrogations. If your insurance firm has been approved to access property crime reports, access to subrogations is automatically enabled.

### Rights and interests

A subrogation interest is a link recorded in the Qld property crime reports system between an insurance firm and a crime incident property item. This interest indicates that the QPS should electronically notify the insurance firm if:

- ▶ a property item is recovered
- ▶ crime is solved.

Any number of insurance firms can record an interest in an item related to an incident. They can remove an interest to indicate that they no longer need notifications.

Only one insurance firm can record a current right for an item related to an incident. They can remove a right to indicate that they withdraw their claim.

1. To manage your subrogations, on the input details screen, enter the claim/file and the crime number. Then, click **Search**.

#### QLD Property Crimes Subrogations

Enter required details and click Search to view the Crime Summary and available Subrogation Actions.

\* denotes mandatory fields and \* denotes conditional fields. Please refer to help for further information.

Claim/File Number	<input type="text"/>	* eg. File01
Crime Number	<input type="text"/>	* eg. QP0612345678 or 93/139

Clear All

Search

## 2. The subrogations summary will now display.

**QLD Property Crimes Subrogations Summary**

Confirm this is the required incident then complete the Subrogation Actions. You can use the Print button to view a printable version of your final results.

• denotes mandatory fields and \* denotes conditional fields. Please refer to help for further information.

**Your Search**

Claim/File Number File01  
Crime Number QP9712345678

**Your Results**

**Crime Summary**

Crime Report Number QP9712345678  
CRN 97/12345  
Date/Time 1-Jan-1997 18:30 to 1-Jan-1997 18:30  
Reported At BUNDABERG CIB  
Occurred in Division BUNDABERG  
Class [0711] Burglary, with breaking  
[0711] Burglary, with breaking  
[0711] Burglary, with breaking  
Complainant SMITH, JOHN  
Location 1 SAMPLE ST THABEBAN, QLD 4670

Print

a) To add interests or rights to all property items related to an incident, under 'Subrogation Actions', click either:

- ▶ **Add All Interests**
- ▶ **Add All Rights.**

**Note:** You can only add a right if no other insurance firm has an existing right. Adding a right automatically adds an interest in the crime.

**Subrogation Actions**

Add a subrogation interest or right to all property items listed, or to individual property items. Use the '+' icon to view current subrogation details for each item.

**Note:**  
A **subrogation right** indicates that the Insurance Company has claimed legal ownership of a property item.  
A **subrogation interest** indicates that an insurance company has an interest in a property item and is to be notified if the item is recovered or if the crime is solved.

Add All Interests Add All Rights

b) To add or remove a right and/or an interest for individual property items, click + next to that property item. This will display details of any existing interest or rights. Click the buttons to:

- ▶ add or remove a right
- ▶ add or remove an interest.

**Stolen** Building materials, Window XXPROPG PROP1

Remove Interest Add Right

Subrogation Type	Subrogation By	Date Expired	Claim/File Number
INTEREST	TESTUSER	24-May-2007	aw
INTEREST	TESTUSER		ajw1

## 3. When you've completed your subrogation actions, select **Print** to generate.

## 5 Notifications

If you've registered a subrogation interest in a crime or property item, you can use Notifications to view any new information concerning property recovery or solved crime.

On the input screen, you'll see how many current notifications about solved crimes or recovered property that your entire account has.

**Note:** If you have no notifications, you won't see the input field or **\$ Search \$** button.

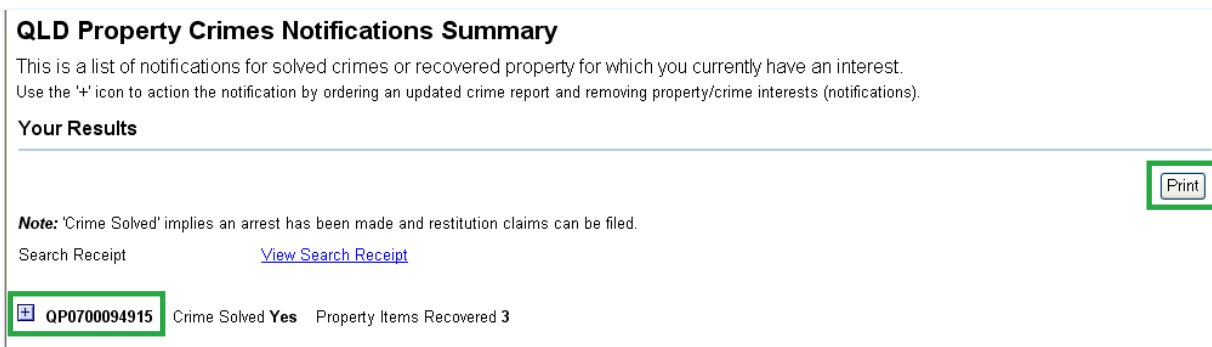
1. To view the notifications summary, enter your reference and click **\$ Search \$**. A charge will apply at this point.



**QLD Property Crimes Notifications**  
Your account has 1 current notifications of solved crimes or recovered property.  
Enter Your Reference and click Search to retrieve these notifications.

Your Reference  \* eg. Client02

2. The notifications summary will now display.



**QLD Property Crimes Notifications Summary**  
This is a list of notifications for solved crimes or recovered property for which you currently have an interest.  
Use the '+' icon to action the notification by ordering an updated crime report and removing property/crime interests (notifications).

**Your Results**

**Note:** 'Crime Solved' implies an arrest has been made and restitution claims can be filed.  
Search Receipt [View Search Receipt](#)

**QP0700094915** Crime Solved **Yes** Property Items Recovered **3**

3. To view details of individual property items, click **+** next to each one. This will display more details and buttons to perform various actions.

 **QP0700199929** Crime Solved **Yes** Property Items Recovered **3**

Order Updated Crime Report

Remove Crime Interest

Remove Recovered Property Interests

**Crime Summary**  
Crime Report Number QP0700199929  
Date/Time 31-Jul-2007 22:30 to 01-Aug-2007 06:00  
Reported At RUNAWAY BAY STATION  
Occurred in Division RUNAWAY BAY  
Class [0711] Burglary, with breaking  
Complainant FARRAR, GREGORY THOMAS NORMAN  
Location 1001 ROSEBANK WAY HOPE ISLAND, QLD 4212  
  
Crime Status Finalised  
Recovered Property  

Property Class	Property Type	Claim Number(s)
General Property	Vehicle/watercraft/aircraft parts etc	Client 1
Animal	Dog	Client 1

- Select **Remove Recovered Property Interest** or **Remove Crime Interests** to remove any interests.
- Select **Order Updated Crime Report** to retrieve an updated crime report for a reduced follow-up fee. The updated crime report will contain the location of any recovered property.